ಬೆವಿಕಂ
BESCOM

ಬೆಂಗಳೂರು ವಿದ್ಯುತ್ ಸರಬರಾಜು ಕಂಪನಿ ನಿಯಮಿತ

Bangalore Electricity Supply Company Limited

(ಕರ್ನಾಟಕ ಸರ್ಕಾರದ ಸಂಪೂರ್ಣ ಸ್ವಾಮ್ಯಕ್ಕೆ ಒಳಪಟ್ಟಿದೆ)

Clarifications to the Pre-Bid Queries

Pre-Bid clarifications for "**Implementation of Smart Business Management System by providing Web Based Total Revenue Management (TRM) Modules, GIS, BI & Analytical tools and other modules along with supply of Hardware, Software, Man Power, Stationaries and Consumables on the basis of System as a Service (SaaS) and other allied services in Sub-Divisions and Accounting Sections of Non-RAPDRP areas in Chitradurga Area Zone (CTAZ) and Bangalore Rural Area Zone (BRAZ)**" in respect of Bid Enquiry No. : **BESCOM/2023-24/OW/WORK_INDENT149 dated 05.03.2024** are as follows:

SL No	Ref. Clause No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
1	Section A - ITB, Clause No. 33 (10), Page No.18	No Consortium/Joint Venture will be allowed as a part of bid.	As "No Consortium/Joint Venture will be allowed as a part of bid" Requesting you to clarify: Whether a bidder having Consortium/Joint Venture/Sub-contract Experience will be eligible to bid for the project?	No, Consortium/Joint Venture will be allowed. As stipulated in the Clause No. 33 (6), Bidder should have the experience/qualification as per the tender conditions and Consortium/Joint Venture/Sub-contract experience will not be considered.
2	Section C - GTC, Clause No. 1 (1.1) Page No.199	TERMS OF PAYMENT. …….. The payment of first bill is subject to complying with the hardware and connectivity	Kindly consider as below. The payment of first bill is subject to complying with the hardware and connectivity requirement by the Service provider. The Payment shall be	No change, tender condition prevails.

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		requirement by the Service provider. The Payment shall be subjected to pre-audit.	subjected to pre-audit. The invoice will be cleared within 30 days from the date of submission to BESCOM.	
3	Section C - GTC, Clause No. 10 (10.1)	PERFORMANCE GUARANTEE: As a Contract Performance Security, the successful Bidder, to whom the LOI is placed, shall be required to furnish a Performance Guarantee equal to **Five percent (5%)** of the Contract value in the form of Bank Guarantee from any nationalized/scheduled Bank and it shall guarantee the faithful performance of the Contract in accordance with the terms and conditions specified in these documents and specifications. The PBG shall be valid up to **180 days** after the expiry of Contract Period. If Service Provider fails to furnish the PBG within stipulated period, BESCOM reserve right to terminate the contract and forfeit the EMD.	Kindly consider as below PERFORMANCE GUARANTEE: As a Contract Performance Security, the successful Bidder, to whom the LOI is placed, shall be required to furnish a Performance Guarantee equal to Five percent (5%) of the Annual value in the form of Bank Guarantee from any nationalized/scheduled Bank and it shall guarantee the faithful performance of the Contract in accordance with the terms and conditions specified in these documents and specifications. The PBG shall be valid up to 180 days after the expiry of Contract Period. If Service Provider fails to furnish the PBG within stipulated period, BESCOM reserve right to terminate the contract and forfeit the EMD.	PERFORMANCE GUARANTEE: As a Contract Performance Security, the successful Bidder, to whom the LOI is placed, shall be required to furnish a Performance Guarantee equal to **Five percent (5%)** of the Annual Contract value in the form of Bank Guarantee from any nationalized/scheduled Bank and it shall guarantee the faithful performance of the Contract in accordance with the terms and conditions specified in these documents and specifications. The PBG shall be valid up to **180 days** after the expiry of Contract Period. If Service Provider fails to furnish the PBG within stipulated period, BESCOM reserve right to terminate the contract and forfeit the EMD. Please refer the corrigendum.

SL No	Ref. Clause No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
4	Section A - ITB, Clause No. 27 - Issue of Contract Order. page no.13	**27.1 Award Criteria** i. BESCOM will place LOI on the successful Bidder whose bid has been determined to be substantially responsive and has been determined as the lowest evaluated bid, provided further that the Bidder is determined to be qualified to perform the Contract satisfactorily. BESCOM shall be the sole judge in this regard. ii. Bidder shall execute pilot operation for a period of Two months in one SDO in each Circle selected by GM (CR) at free of cost as per the scope of the Tender. The piloting shall be completed within the period of Two-calendar months from the date of LOI in all respects iii. After the successful completion of pilot execution and receipt of Performance	Kindly consider as below. Within 30 Days of acceptance of LoI the Successful Bidder shall submit the Performance Bank Guarantee (5% of Annual Contract Value) and Also the Contract Agreement. After the submission of the signed LOI, PBG and Contract Agreement BESCOM will Issue the Detailed Work Award (DWA). Justification: A delay in DWA issuance could have a cascading effect, due to various activities need to be completed promptly. Failure to do so makes it difficult to meet delivery timelines due to challenges in arranging equipment, securing bank loans, etc. The timely issuance of the DWA (Detailed Work Award) following PBG (Performance Bank Guarantee) submission is paramount to achieving successful project execution.	Please refer the Sl. No. 25

SL No	Ref. Clause No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
		Guarantee, BESCOM shall issue the Detailed Work Award (DWA) to the vendor. Failure to execute the pilot operation satisfactorily is liable for forfeiture of the EMD apart from dis-qualification of the bid. iv. On successful completion of pilot execution, the General Manager (CR) will issue the Go-Live confirmation to all the accounting units. v. Bidder shall roll out the project to entire BESCOM within two months from the date of Go-Live confirmation and availability of the database from the existing service provider, failing which penalty will be initiated. Any delay due to want of inputs/data and in time approvals from BESCOM will be considered and suitable additional time shall be extended for roll out.		

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5	Section A - ITB, Clause No. 9 Earnest Money Deposit. Page:6	EMD Format for the Bank Guarantee	Kindly requesting you to provide EMD Format.	Format is enclosed as **Annexure - XIV**.
6	Section A - ITB, Clause No. 33 (11), Page No.18	Financial Requirements: The **Annual Turnover** of the Bidder in at **least two financial years in any of the previous five financial years i.e., (FY 2018-19, 2019-20, 2020-21, 2021-22 & 2022-23)** should not be less than **Rs. 118.612 Crores.**	Kindly consider as below Reduce the turnover for Rs. 80 Crores.	No change, tender condition prevails.
7	Section A - ITB, Clause No. 33 (3). Page No.15	The Bidder must have been assessed and possess a valid SEI/CMMI Institute certified CMMI level 4 or above. Bidder should own this certificate as on the date of tender notification.	**Kindly consider as below** Kindly drop this clause. Justification: By removing CMMI level 4 or above point in PQR criteria will allow more Bidder to participate in said tender.	No change, tender condition prevails.
8	Section A - ITB, Clause No. 33 (4).	The Bidder should have experience of implementing "Billing & Collection Software solution" OR "Web based Total Revenue Management Software"; through its own	We Kindly request to amend this clause as per the below. This will enable more bidders to participate, The Bidder should have experience of implementing "Billing & Collection Software	No change, tender condition prevails.

SL No	Ref. Clause No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
		software or through COTS (SAP/Oracle, etc.) software in at least two Govt. undertaking DISCOM/ESCOMs in India during last five years, but experience is must for a continues period of Twelve months in each utility and project is operational at least in any one utility as on the date of the bid. Out of the above projects, One project should be in any ESCOMs of Karnataka covering at least 34.46 Lakhs bills per month.	solution" OR "Web based Total Revenue Management Software"; through its own software or through COTS (SAP /Oracle, etc.) software in at least two Govt. undertaking DISCOM/ESCOMs in India during last five years, but experience is must for a continues period of Twelve months in each utility and project is operational at least in any one utility as on the date of the bid. Out of the above projects, One project should be in any ESCOMs of Karnataka and any one project should be covering at least 34.46 Lakhs bills per month.	
9	Section A - ITB, Clause No. 33 (4).	The Bidder should have experience of implementing "Billing & Collection Software solution" OR "Web based Total Revenue Management Software"; through its own software or through COTS (SAP/Oracle, etc.) software in at least two Govt. undertaking DISCOM/ESCOMs in India	We understand that "Billing and Collection software or Web based Total Revenue Management Software.... implemented must have the complete consumer database and DCB should have been generated from the software implemented only. Kindly Clarify.	Any Bidder who has the experience of "Billing & Collection Software solution" OR "Web based Total Revenue Management Software" and who fulfils the stipulated requirement in the PQR clauses are eligible to participate in the bid.

SL No	Ref. Clause No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
		during last five years, but experience is must for a continues period of Twelve months in each utility and project is operational at least in any one utility as on the date of the bid.		
10	Section A - ITB, Clause No. 33 (5).	The bidder should be an OEM (Original Equipment Manufacturer) or authorized dealer of the TRM Software solution, which is proposed for this tender. The proposed TRM Software Solution product should have the following modules and same has been successfully implemented and working for a period of at least one year in any Govt undertaking DISCOMs/ESCOMs in India. (1) Billing (2) Collection (3) Metering (4) Disconnection & Reconnection (5) Energy Audit	We Kindly request to amend this clause as per the below. The bidder should be an OEM (Original Equipment Manufacturer) or authorized dealer of the TRM Software solution, which is proposed for this tender. The proposed TRM Software Solution product should have at least 15 the following modules and same has been successfully implemented and working for a period of at least one year in any Govt undertaking DISCOMs/ESCOMs in India. (1) Billing (2) Collection (3) Metering (4) Disconnection & Reconnection (5) Energy Audit (6) New Connection (7) Mobile App (8) GIS Based customer Indexing and asset	No change, tender condition prevails.

SL No	Ref. Clause No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
		(6) New Connection (7) **MobileApp** (8) GIS Based customer Indexing and asset mapping (9) GIS Based integrated network analysis module (10) Management Information System (MIS) (11) Web Self Service (12) Meter Data Management System (13) Identity and Access Management system (14) **System Security Requirement** (15) **Asset Management** (16) **Maintenance Management** (17) Pre-paid functionality (18) BI & Analytical Tools (19) CRM/Consumer information and service system	mapping (9) GIS Based integrated network analysis module (10) Management Information System (MIS) (11) Web Self Service (12) Meter Data Management System (13) Identity and Access Management system (14) System Security Requirement (15) Asset Management (16) Maintenance Management (17) Pre-paid functionality (18) BI & Analytical Tools (19) CRM/Consumer information and service system	
11	Section A - ITB, Clause No. 33 (8).	Bidder should be an OEM/Supplier of the "Android OS Based integrated Spot Billing	We Kindly request to amend this clause as per the below.	No change, tender condition prevails.

SL No	Ref. Clause No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
		Devices (SBD)". The proposed Device OEM/ Supplier should have past experience in supply and maintaining at least One Thousand Two hundred & Twenty numbers SBD to any DISCOMs of India in any one year during the last five years for the purpose of billing, spot collection and other activities. If the Bidder is a Supplier then MAF as per **Annexure-VII** from the OEM shall be submitted along with the required documentary evidence of the OEM who have met the past supply & maintenance.	Bidder should be an OEM/Supplier of the "Android OS Based Spot Billing Devices (SBD)". The proposed Device OEM/ Supplier should have past experience in supply and maintaining at least One Thousand Two hundred & Twenty numbers SBD to any DISCOMs of India in any one year during the last five years for the purpose of billing, spot collection and other activities.	
12	Section A - ITB, Clause No. 33 (9).	The bidder should have at least 2 years experience in providing Man Power Services for Meter Reading activity and issue of bills to the consumer at the spot in any DISCOMs of India. The said work should be operational as on the date of the Tender.	We Kindly request to amend this clause as per the below. The bidder should have at least 2 years experience in providing Manpower Services for Meter Reading activity and issue of bills to the consumer at the spot in any DISCOMs of India. The said work should have been executed in last 5 years as on the date of the Tender.	No change, tender condition prevails.

SL No	Ref. Clause No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
13	Section A - ITB, Clause No. 33 (13).	Bidders who meet the above specified minimum qualifying criteria, will only be qualified, if their available tender capacity is more than the total tender value. The available tender capacity will be calculated as under: Assessed available tender capacity = (A*N*1.5 - B) Where, A = Maximum value of works executed in any one year during the last five years ((updated to FY 2023-24 price level) taking into account the completed as well as works in progress. N = Number of years prescribed for completion of the works for which tenders are invited. B = Value, at FY-2023-24 price level, of existing commitments and on-going works to be completed during the next 2 years (period of completion of the works for which Tenders are invited)*	We Kindly request to Delete this clause. This will enable more bidders to participate or allows to give a self-Certificate as any DISCOM/ESCOMs would not be given in writing. And the Star Mark will not explain anywhere in the Tender document. Kindly Clarify, further these is the TRM Tender so while calculating Tender Capacity should the Projects related to TRM.	No change, tender condition prevails. The available tender capacity will be calculated as under: Assessed available tender capacity= (A*N*1.5 - B) It is clarified that '*' symbol in the above formula is the multiplication symbol 'x'. By replacing the '*' symbol by the symbol 'x' symbol, the above formula of Assessed available tender capacity = (A x N x 1.5 - B). The '*' symbol shown at the end of the sentence ".....(period of completion of the works for which Tenders are invited)" shall not be considered, as it is a typographical mistake.

SL No	Ref. Clause No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
14	Section A - ITB, Clause No. 33 (15).	As on date of submission of the bid, the Bidder should not be under a declaration of ineligibility for corrupt or fraudulent practices with any of the State government or Central Government or PSU or Municipal agencies in India or Abroad at the time of submission. **OR** As on date of submission of the bid, the Bidder must not have been blacklisted or banned or debarred. **OR** As on date of submission of the bid, the Bidder who's work orders have been short closed due to non-performance or who's LOA is withdrawn by the owner due to inefficiency of the bidder in performing or implementing assigned project in technically/financially are not eligible to participate in this bid.	We request you to Kindly Consider that the above Clause Can be interpreted in many ways. Hence, we request you replace the clause as per below. We Kindly request to amend this clause as per the below. The bidder should not have been backlisted by any ESCOMS.	No change, tender condition prevails.
15	Section 'B'- Scope of work	Spot Billing Device (SBD)	We Kindly request to amend this clause as per the below.	No change, tender condition prevails.

SL No	Ref. Clause No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
	2. Part-1: (6) Supply of Hardware and its maintenance:	One Android OS based Integrated SBD with latest Technology for exchanging of data on real- time for each Meter Reader and each GVP's. Approximately one machine for every 2400 live installations and also provide 10 % spare SBD on the total quantity supplied. Spares devices shall be given to the custody of Sub-Divisional Officers. Faulty SBD shall be replaced with good one during the contract period. SBD's shall be replaced with brand new devices once in Three years at no extra cost	One Android OS based SBD with latest Technology for exchanging of data on real-time for each Meter Reader and each GVP's. Approximately one machine for every 2400 live installations and also provide 10 % spare SBD on the total quantity supplied. Spares devices shall be given to the custody of Sub-Divisional Officers. Faulty SBD shall be replaced with good one during the contract period. SBD's shall be replaced with brand new devices once in Three years at no extra cost	
16	Section 'B' - Scope of work Clause No. 2. Part-1: Sl. No: (i)	i. Android OS based Spot billing device with integrated thermal printer (hereafter called SPOT BILLING DEVICE or SBD) enabled with latest Technology as per the specification specified in the tender to exchange the billing data and other functionalities on real-time.	We Kindly request to amend this clause as per the below. **i.** Android OS based Spot billing device with Connected thermal printer (hereafter called SPOT BILLING DEVICE or SBD) enabled with latest Technology as per the specification specified in the tender to exchange the billing data and other functionalities on real-time.	No change, tender condition prevails.
17	Section A - ITB, Clause No. 7 (ii)	ii. The bidders are advised to submit their query, if any, in	We Kindly Request to Extend the Pre-Bid Queries Submission date to 25-03-2024 Up to	Tender condition prevails.

SL No	Ref. Clause No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
	Pre Bid	writing in advance prior to the pre-bid meeting i.e., before **18.03.2024 upto 14.45Hrs**	14.45 Hrs for submission of queries to the BESCOM.	
18	Section A - ITB, Clause No. 28, Page No. 14	The initial contract shall be valid for a period of two years from the date of issue of Detailed Contract Award (DWA) or Go live of the project at all accounting units. The Contract may be extended at the discretion of BESCOM for further period of another one year based on the performance of the agency on mutually agreed terms and conditions, if BESCOM desires so.	Kindly amend as mentioned below. The initial contract shall be valid for a period of two years from the date of Go-live. The Contract may be extended at the discretion of BESCOM for further period of another one year based on the performance of the agency on mutually agreed terms and conditions, if BESCOM desires so. Justification: The contract validity from the day of DWA will reduce the overall time frame, as it shall encompass Pilot period, and hence may result in increase in the cost of bidding.	No change, tender condition prevails.
19	Section A - ITB, Clause No. 33 (3), Page No.15	The Bidder must have been assessed and possess a valid SEI/CMMI Institute certified CMMI level 4 or above. Bidder should own this certificate as on the date of tender notification.	Kindly Amend as mentioned below. The Bidder must have been assessed and possess a valid SEI/CMMI Institute certified CMMI level 5. Bidder should own this certificate as on the date of tender notification. Justifications: Achieving CMMI Level 5 indicates that an organization has reached an advanced level of process maturity and has implemented highly	No change, tender condition prevails.

SL No	Ref. Clause No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
			effective and efficient processes. This includes but not limited to at internalized continuous improvement culture, enhanced risk management and reduced variability. This greatly benefits BESCOM and it's customers 1st time, and every time	
20	Section A - ITB, Clause No. 37, Page No.24	These tenders are being invited, processed and awarded subject to condition that BESCOM shall have right to terminate the contract earlier than the contract period by giving 2 months prior notice in the event of BESCOM opt to any alternative solution in the Non-RAPDRP area	Kindly amend as mentioned below. These tenders are being invited, processed and awarded subject to condition that BESCOM shall have right to terminate the contract/ descope the contract earlier than the contract period by giving 6 months prior notice and BESCOM will make good for the losses to the tune of CAPEX and incidental costs borne by the successful bidder on account of such premature closure Justifications: As per the scope of the tender, the said project involves huge upfront investment in the form of CAPEX, and OPEX, including various Human resources- for setting up entire infrastructure, including various software and hardware components along with significant incidental investment. Hence any alternative solution, instead of specific AMI, will go against the interest of successful bidder, including natural	These tenders are being invited, processed and awarded subject to condition that BESCOM shall have right to terminate the contract earlier than the contract period by giving 2 months prior notice in the event if BESCOM opts to adopt a common software for all the ESCOMs of Karnataka. Please refer the corrigendum.

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			justice, causing huge uncertainty, which may limit the competitive bids in lieu of that. Further, due to same artifacts, the prospective bidder shall not lose out for no fault of his, and hence at least liable for recovering hardware cost, in the interest of natural justice and equity	
21	Section 'B'- Scope of work, Clause No. 12, Page No.198	**Licenses:** All the licenses required for the project are to be secured in the name of BESCOM.	Kindly drop this clause. Justifications: Because the software provided under this contract uses a SaaS model and the DRC and cloud services are hosted on shared servers, many licenses for the SDK (Software Development Kit) used on the server(s) are registered in the bidder's name. Therefore, these licenses cannot be transferred to BESCOM. If BESCOM wants the licenses in its own name, it needs to acquire separate additional licenses, this will incurring additional costs.	All the license are required for the project is the responsibility of the successful Bidder. However, all the secured licenses are to be transferred to BESCOM at the end of the contract period or on termination of the contract. Please refer the corrigendum.
22	Section C - GTC, Clause No. 1 (1.1) Page No. 199	TERMS OF PAYMENT. ..... The payment of first bill is subject to complying with the hardware and connectivity requirement by the Service	Kindly consider as mentioned below. The payment of first bill will be made against declaration of Go-live at all locations.	No change, tender condition prevails.

SL No	Ref. Clause No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
		provider. The Payment shall be subjected to pre-audit		
23	Section A - ITB, Clause No. 9 (a)	EARNEST MONEY DEPOSIT The Bidders shall pay an EMD of Rs. 118.62 Lakhs (Rs One Crore, Eighteen Lakhs, Sixty-Two Thousands only). Up to Rs.10-Lakhs (Rupees Ten Lakhs only) shall be paid electronically through any of the e-payment modes mentioned in the Karnataka Public Procurement Portal and the balance of Rs. 108.62 Lakhs (Rupees One Crore, Eight Lakhs, Sixty Two Thousands Only) shall be in the form of Bank Guarantee (BG) drawn on any Nationalized Bank. Original Bank Guarantee shall be submitted on or before the last day for bids submission i.e., 15th April 2024 at 12.30Hrs at the office of the General Manager (CR), 3rd Floor, Corporate Office, BESCOM, K. R. Circle, Bengaluru – 560 001. Copy of	EARNEST MONEY DEPOSIT Kindly facilitate the format of EMD Bank Guarantee to obtain it.	Format is enclosed as **Annexure - XIV**.

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		BG shall be uploaded in the Karnataka Public Procurement Portal.		
24	Section A - ITB, Clause No. 33 (8) Page No.17	The following documents shall be uploaded: i. Documentary evidence for the proof of OEM. ii. Copy of the DWA/PO and certificate for the proof of OEM supply and maintenance of SBD. iii. If the Bidder is a Supplier then MAF as per Annexure-VII along with the necessary documentary evidence of the OEM, if bidder is the OEM a self-declaration along with above mentioned documentary evidence. The details shall be filled in the format enclosed as schedule 3 (5 of 9) of techno commercial sheet.	Kindly confirm what type of the document needs to be submit for this clause?	It is clarified that following documents shall be uploaded: i. In respect of document evidence for the proof of OEM-the bidder shall be upload the valid documentary evidence issued by any government agency/body like Factory Registration certificate or Udyam Registration Certificate or MSME Certificate etc for the proof of having manufacturing of devices. ii. Copy of the DWA/PO and certificate for the proof of OEM supply and maintenance of SBDs. iii. If the Bidder is a Supplier then MAF as per Annexure-VII along with the necessary

SL No	Ref. Clause No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
				documentary evidence of the OEM, if bidder is the OEM a self-declaration along with above mentioned documentary evidence. The details shall be filled in the format enclosed as schedule 3 (5 of 9) of techno commercial sheet.
25	Section A - ITB, Clause No. 27.1, Page No 13	**27.1 Award Criteria** i. BESCOM will place LOI on the successful Bidder whose bid has been determined to be substantially responsive and has been determined as the lowest evaluated bid, provided further that the Bidder is determined to be qualified to perform the Contract satisfactorily. BESCOM shall be the sole judge in this regard. ii. Bidder shall execute pilot operation for a period of Two months in one SDO in each Circle selected by GM (CR) at free of cost as per the scope of	**Kindly amend as mentioned below.** 1. BESCOM will place LOI on the successful Bidder whose bid has been determined to be substantially responsive and has been determined as the lowest evaluated bid, provided further that the Bidder is determined to be qualified to perform the Contract satisfactorily. BESCOM will be the sole judge in this regard. 2. Bidder will execute the agreement along with the submission of the Performance Guarantee within 15 days from the date of LOI. Later BESCOM will Issue the Detailed Work Award (DWA) immediately after the execution of Performance bank guarantee & Agreement.	**27.1 Award Criteria** i. BESCOM will place LOI on the successful Bidder whose bid has been determined to be substantially responsive and has been determined as the lowest evaluated bid, provided further that the Bidder is determined to be qualified to perform the Contract satisfactorily. BESCOM will be the sole judge in this regard. ii. Bidder will execute the agreement along with the submission of the Performance Guarantee within 20 days from the date of LOI. Later BESCOM will Issue the Detailed Work Award (DWA) immediately after the submission of

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		the Tender. The piloting shall be completed within the period of Two-calendar months from the date of LOI in all respects iii. After the successful completion of pilot execution and receipt of Performance Guarantee, BESCOM shall issue the Detailed Work Award (DWA) to the vendor. Failure to execute the pilot operation satisfactorily is liable for forfeiture of the EMD apart from dis-qualification of the bid. iv. On successful completion of pilot execution, the General Manager (CR) will issue the Go-Live confirmation to all the accounting units. v. Bidder shall roll out the project to entire BESCOM within two months from the date of Go-Live confirmation	3. Bidder shall execute pilot operation in one SDO in each Circle selected by GM (CR) at free of cost as per the scope of the Tender. The piloting shall be completed within the period of Two-calendar months from the date of DWA in all respects. 4. On successful completion of pilot execution, the General Manager (CR) will issue the Go-Live confirmation to all the accounting units. 5. Bidder shall roll out the project to entire BESCOM within one month from the date of Go-Live confirmation and availability of the database from the existing service provider, failing which penalty will be initiated. Any delay due to want of inputs/data and in time approvals from BESCOM will be considered and suitable additional time shall be extended for roll out. **Justifications:** 1. To execute the pilot of the project, the bidder must first procure the necessary software licenses, server infrastructure, and other	Performance Bank Guarantee & execution of Contract Agreement. iii. Bidder shall execute pilot operation in any one SDO in each Circle selected by GM (CR) at free of cost as per the scope of the Tender. The piloting shall be completed within the period of Two-calendar months from the date of DWA in all respects. iv. On successful completion of pilot execution, the successful bidder has to perform, data migration, commissioning of hardware's and software's shall be completed within one month from the date of pilot completion or availability of data whichever is later. Further BESCOM will issue the Go-Live certificate and billing in all locations has to be done as per the contract. v. Bidder shall roll out the project to entire BESCOM within one month from the date of Go-Live confirmation and availability of the database from the existing service

SL No	Ref. Clause No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
		and availability of the database from the existing service provider, failing which penalty will be initiated. Any delay due to want of inputs/data and in time approvals from BESCOM will be considered and suitable additional time shall be extended for roll out.	project resources. This incurs costs, so financial commitments from the bank cannot be secured without a formal issuance of a DWA (Detailed Work Award). 2. To complete the rollout within 1 month of Go-live across the entire BESCOM jurisdiction, we require various hardware components like spot billing devices, computers, and other equipment. Due to long lead times (minimum 2 months for delivery), upfront payments are necessary. As this represents a significant financial commitment, a timely issuance of the DWA (Detailed Work Award) is necessary.	provider, failing which penalty will be initiated. Any delay due to want of inputs/data and in time approvals from BESCOM will be considered and suitable additional time shall be extended for roll out. Please refer the corrigendum.
26	Section A - ITB, Clause No. 37	These tenders are being invited, processed and awarded subject to condition that BESCOM shall have right to terminate the contract earlier than the contract period by giving 2 months prior notice in the event of BESCOM opt to any alternative solution in the Non-RAPDRP area	Kindly amend as mentioned below. In case, BESCOM is opt to implement AMI/Smart meter solution, the service provider shall agree for descoping / termination of the contract and hand over the data to the new vendor smoothly subject to two months prior notice from BESCOM or in case BESCOM is desired to retain the Head end Billing system, the service provider shall agree for reduced scope of service with reduced price	These tenders are being invited, processed and awarded subject to condition that BESCOM shall have right to terminate the contract earlier than the contract period by giving 2 months prior notice in the event if BESCOM opts to adopt a common software for all the ESCOMs of Karnataka. Please refer the corrigendum.

SL No	Ref. Clause No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
27	Section 'B'- Scope of work, Clause No. 9.0	Handover process	Infra Handover process – please specify who will provide the rack & ISP details while handover the servers?	BESCOM will provide required infrastructure.
28	Section C - GTC, Clause No. 1 (1.1)	TERMS OF PAYMENT. The liability for payment to the Firm against the service for all Active Metered Installations eligible for spot Billing will start only in the subsequent month of the successful generation and delivery of error free bills in respect of all kinds of consumers (all tariffs) and generation of all the required periodical MIS and Spot Billing Device reports and submission of all deliverables at Sub- Division level up to the Corporate Office level. Payment shall be made at respective Division Offices of BESCOM on monthly basis on submission of Invoice in duplicate along with attendance of the support personnel and the complaint log details certified by the Sr. Asst./ Asst. Accounts Officer and Assistant Executive Engineer	Kindly Amend as mentioned below. TERMS OF PAYMENT. The liability for payment to the Firm against the service for all Active Live Installations eligible for spot Billing will start only in the subsequent month of the successful generation and delivery of error free bills in respect of all kinds of consumers (all tariffs) and generation of all the required periodical MIS and Spot Billing Device reports and submission of all deliverables at Sub-Division level up to the Corporate Office level. Payment shall be made at respective Division Offices of BESCOM on monthly basis on submission of Invoice in duplicate along with attendance of the support personnel and the complaint log details certified by the Sr. Asst./ Asst. Accounts Officer and Assistant Executive Engineer (Elec.) of the respective Sub-Division and counter signed by the respective Executive Engineer (Elec.), O&M Divisions. The payment of first bill is subject to complying with the hardware and connectivity requirement by the	TERMS OF PAYMENT. The liability for payment to the Firm against the service for all Active Live Installations, will start only in the subsequent month of the successful generation and delivery of error free bills in respect of all kinds of consumers (all tariffs) and generation of all the required periodical MIS and Spot Billing Device reports and submission of all deliverables at Sub- Division level up to the Corporate Office level. Payment shall be made at respective Division Offices of BESCOM on monthly basis on submission of Invoice in duplicate along with attendance of the support personnel and the complaint log details certified by the Sr. Asst./ Asst. Accounts Officer and Assistant Executive Engineer (Elec.) of the respective Sub-Division and counter

SL No	Ref. Clause No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
		(Elec.) of the respective Sub-Division and counter signed by the respective Executive Engineer (Elec.), O&M Divisions. The payment of first bill is subject to complying with the hardware and connectivity requirement by the Service provider. The Payment shall be subjected to pre-audit.	Service provider. The Payment shall be subjected to pre-audit. Justifications: There are many unmetered installations will be there. Earlier in BESCOM tender was similar.	signed by the respective Executive Engineer (Elec.), O&M Divisions. The payment of first bill is subject to complying with the hardware and connectivity requirement by the Service provider. The Payment shall be subjected to pre-audit. Please refer the corrigendum.
29	Section A - ITB, Clause No. 25 (5) SL. No. 1	Description Cost of Supply & Maintenance of Web-based Total Revenue Management Software consists of all the modules as described in the scope of work, including supply and maintenance of hardware, software, integrated SBD, Server setup, Support Man Power, Stationaries, Consumables, Internet Connectivity, etc., on System as a Service (SaaS) basis model. Rate shall be quoted Per Active Installation Per Month	Kindly clarify as mentioned below. Does it mean the Rate quoted shall be active live installation per month?	Yes, Rate shall be quoted Per Active Installation Per Month.

SL No	Ref. Clause No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
30	Section A - ITB, Clause No. 33 (11)	The Annual Turnover of the Bidder in at least two financial years in any of the previous five financial years i.e., (FY 2018-19, 2019-20, 2020-21, 2021-22 & 2022-23) should not be less than Rs. 118.612 Crores. Note: The previous year's turnover of the bidder is updated to the FY in which the tenders are invited. Financial turnover of previous years shall be given a weight of 10% per year to bring them to the price level of the FY in which the tenders are invited	Query: The requirement of annual turnover of Rs.118.612 Crore is exorbitant, arbitrary and unprecedented in previous tenders of similar nature. Can this clause be reconsidered to state that "the Annual Turnover of the Bidder in at least two financial years in any of the previous five financial years i.e., (FY 2018-19,2019-20,2020-21,2021-22 & 2022-23) should not be less than Rs.58.306 Crores "(which is the annual cost of the tender called for). Remarks: Previous tenders called by BESCOM and other distribution companies for works of similar nature all stipulate a much lower requirement for having an annual turnover and no specific reason is made out in the tender document for having an exorbitant figure stipulated for the annual turnover. The tender price for two years itself being Rs.118.612 Crores, no basis is made out for having the annual turnover two times the annual cost of the tender. The specification for 'annual turnover 'in the standard KW-4 tender format is not to be made applicable in the instant tender as the KW-4 format has been specifically prescribed for Procurement of Works by inviting open tenders (Item Rate) – Two cover tender system – With Price Adjustment (Annexure IV)	No change, tender condition prevails.

SL No	Ref. Clause No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
			which are used more particularly for construction contracts as evident from the language employed therein. Having no rational basis, the annual turnover specified seems to be tailor made condition to cater to a particular entity. The technical criteria regarding annual turnover in past tenders called by distribution companies are specified as follows: 1. Tender ID: BESCOM/GM (Rev)/BC-22/2521/2015-16 Dated: 08/01/2016: *"The bidder should have turnover of Rs.20 Crores (Rupees Twenty Crores) in anyone of the previous 3 financial years viz., 2012-13,2013-14 and 2014-15."* 2. Tender ID: BESCOM/GM (Rev)/BC-22/5891/2015-16 dated: 28/10/2015: *"The bidder should have turnover of Rs.20 Crores (Rupees Twenty Crores) in anyone of the previous 3 financial years viz., 2012-13,2013-14 and 2014-15."* 3. Tender No: HESCOM/IT/02/12-13 Dated: 02.06.2012: *"The bidder should have turnover of Rs.5 Crores in any one of the previous 3 financial years viz.,2008-09,2009-10 and 2010-11."*	

SL No	Ref. Clause No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
			4. Tender ID: SEE(MIS)/EE/AEE(Coml)/PC-634: *"(i)The total Average Annual Turnover in the last 2 year (Fy 12-13 & Fy 13-14) from web-enabled TRM service Provided to ESCOMs shall not be less than rupees two crores."* 5. Tender No.: GESCOM/CEE(Opr)/SEE(Coml)/EEE/AEE /2019-20/COMM-4/17032-40 dtd 12-06-2019: *"The bidder shall have minimum Average Annual turnover of 50% of amount put to tender during the preceding 3 financial years i.e.2015-16,2016-17 & 2017-18* 6. Tender ID: BESCOM/GM(ICT&MIS)/DGM-IT2/BC-48/2018-19/84 Dated 04.02.2019: *"The bidder shall have an Annual Turnover not less than 50% of the amount put to tender in each of the last three Financial Years i.e., 2015-16,2016-17 & 2017-18."* 7. Tender ID: MESCOM/Coml/22-23/2088 dated 09/02/2023: *"Bidder should have achieved in at least 2 FY a minimum turnover of Rs.20 crores out of the proceeding 5 FY"*	

<table>
<tr><th>SL No</th><th>Ref. Clause No</th><th>Tender Condition/Qualifying Requirement</th><th>Queries Raised/Clarification Sought by the Bidders</th><th>Clarification issued by BESCOM</th></tr>
<tr><td></td><td></td><td></td><td>Other points for consideration regarding financial turnover.

• The current value of the works is estimated at Rs 118 crores. Assuming a 70% value is imputed for TRM and 30% for manpower, the value of TRM works out to be Rs 83 crores. This is Rs 41.5 crores per annum. Hence this works out to a rate of Rs 7.7 per consumer per month.

• We refer to similar previous tenders at Mescom, Gescom, Hescom Bescom, that were previously called at the rates listed below:

<table><tr><td></td><td>Rate/consumer without GST (Rs)</td></tr><tr><td>MESCOM</td><td>4.3</td></tr><tr><td>GESCOM</td><td>3.69</td></tr><tr><td>HESCOM</td><td>4.6</td></tr><tr><td>BESCOM</td><td>3.69</td></tr><tr><td>CESC</td><td>4.95</td></tr></table>
• Based on the above rates, previous tenders for similar works as listed above, have</td><td></td></tr>
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SL No	Ref. Clause No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
			also not called for such high turnover requirements. • In the current tender, it seems that the rate has been increased to Rs 7.7. This in turn is leading to increased turnover requirement of the service provider as is mentioned in the tender. We request for a review of the calculation of the estimate, and request for reconsideration of the turnover criteria to allow for fair and non -biased competition.	
31	Section A - ITB, Clause No. 29 (vi)	The Bidder should not have any court cases/ legal disputes with BESCOM	Query: This condition is prejudicial against entities having any ongoing legal cases as against the tendering authority. Can this condition be excluded from the Tender Bid Document?	No change, tender condition prevails.
32	Section A - ITB, Clause No. 33 (5)	The bidder should be an OEM (Original Equipment Manufacturer) or authorized dealer of the TRM Software solution, which is proposed for this tender. The proposed TRM Software Solution product should have the following modules and same has	The Standard Bidding Document for Utility billing system in India mandates that only "any 5" of their listed 11 modules are compulsory for qualification. Why are all the 19 modules compulsory in this case? We request that this be corrected to allow free and fair competition.	No change, tender condition prevails.

SL No	Ref. Clause No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
		been successfully implemented and working for a period of at least one year in any Govt undertaking DISCOMs/ESCOMs in India. (1) Billing (2) Collection (3) Metering (4) Disconnection & Reconnection (5) Energy Audit (6) New Connection (7) Mobile App (8) GIS Based customer Indexing and asset mapping (9) GIS Based integrated network analysis module (10) Management Information System (MIS) (11) Web Self Service (12) Meter Data Management System (13) Identity and Access Management system (14) System Security Requirement (15) Asset Management		

SL No	Ref. Clause No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
		(16) Maintenance Management (17) Pre-paid functionality (18) BI & Analytical Tools (19) CRM/Consumer information and service system		
33	Section A- ITB, Clause No. 33 (8)	Bidder should be an OEM/Supplier of the "Android OS Based integrated Spot Billing Devices (SBD)". The proposed Device OEM/ Supplier should have past experience in supply and maintaining at least One Thousand Two hundred & Twenty numbers SBD to any DISCOMs of India in any one year during the last five years for the purpose of billing, spot collection and other activities. If the Bidder is a Supplier then MAF as per Annexure-VII from the OEM shall be submitted along with the required documentary evidence of the OEM who have met the past supply & maintenance.	This clause is discriminatory and in favour of only selected suppliers of SBD. The project as a whole involves software, manpower, hardware, consumables and other facets. We request that open technologies such as android mobiles with BTP be allowed instead of proprietary SBDs.	No change, tender condition prevails.
34	Page-15 To 22 Section – A - ITB,		All put together, the tender participation conditions are put in such a way that, only & only	No change, tender condition prevails.

SL No	Ref. Clause No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
	Clause-33, Tender Qualification Requirements, Serial Nos: 4, 5, 6, 7, 8 & 11		ONE SINGLE AGENCY will Qualify these all conditions put together. Apart from this agency, NO OTHER AGENCY will QUALIFY these conditions put-together. BESCOM has recently awarded the BESCOM RAPDRP SBD Tender (Tender No: BESCOM/2023-24/0W /WORK_INDENT45) in the "SAME MANNER" to the SAME AGENCY. Now this tender also will go to the SAME AGENCY because of these "Tailor-Made" Qualification Requirements. So here by we request you to look in to the matter and change these conditions and allow all the 2 decade long serving, eligible, TRM Agencies to participate in free, fair, transparent, competitive manner in this present tender process, as per the true spirit of KTPP Act	
35			Please provide the Total Tender Estimated Value of Rs 118.612 Crore Break-up details to put the proper price in this tender	Please refer the Clause No. 25, Section 'A'– Instructions to Bidders of the Bid document and this is an item wise tender not the percentage tender. It is responsibility of the prospective Bidder to study the scope of the tender and ascertain the cost involved as per the prevailing market rates and quote their most competitive rates. Further, Bidder is free to submit their best competitive commercial offer based on their

SL No	Ref. Clause No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
				commercial feasibility to meet the scope of work. Bidder shall submit the price offer as per the format provided in the tender. BESCOM will evaluates the price bid as per the Clause No. 25, Section 'A'– Instructions to Bidders of the Bid document.
36			This Total Tender Estimated Value of Rs 118.612 Crore consists of Meter Readers Manpower Expenditure Component for 1 Year? OR for 2 Years? Please Clarify & please provide the details	Please refer the Clause No. 14, Section 'A'– Instructions to Bidders and the Clause No. 8, Section 'B'- Scope of work: The Meter Reading activity is a rate contract item in this tender. The number of Meter Readers to be deployed is based on the time to time requirement of the BESCOM as per the provisions of Clause No. 14, Section 'A'– Instructions to Bidders and Clause No. 8, Section 'B'- Scope of work of the bid document

SL No	Ref. Clause No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
				Please refer the Clause No. 25, Section 'A'– Instructions to Bidders of the Bid document and this is an item wise tender not the percentage tender. It is responsibility of the prospective Bidder to study the scope of the tender and ascertain the cost involved as per the prevailing market rates and quote their most competitive rates. Further, Bidder is free to submit their best competitive commercial offer based on their commercial feasibility to meet the scope of work. BESCOM will evaluates the price bid as per the Clause No. 25, Section 'A'– Instructions to Bidders of the Bid document.
37			This Total Tender Estimated Value of Rs 118.612 Crore consists of the supply, pasting, configuration of NFC/RFID stickers for the 43 Lakh Consumer Installations? Please Clarify & please provide the details	Total tender estimated value specified in the tender pertains to the Scope of Work specified in the tender document for which prices are sought in the price schedule only.

SL No	Ref. Clause No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
				Please refer the Clause No. 1 (E) and the Clause No. 6 **Part-5,** Section 'B'- Scope of work**:** Provision for Supply, configure and Installation of RFID/NFC permanent metallic sticker at Meter is deleted from the Scope of tender.
38			This Total Tender Estimated Value of Rs 118.612 Crore consists of GIS Survey of Assets/Updation for all the 43 Lakh Installations? Please Clarify & please provide the detail	Total tender estimated value specified in the tender pertains to the Scope of Work specified in the tender document for which prices are sought in the price schedule only. Please refer the clause No. 1 (F) and the Clause No. 7 **Part-6,** Section 'B'- Scope of work: only the provision for GIS Survey including supply for satellite imagery and plotting of assets on the map is made in the tender document, but not included in the Price Schedule / Estimation.
39			Under this Tender the successful bidder should read how many installations every month, should be read through the service provider's Manpower? Please Clarify & please provide the details.	Please refer the Clause No. 14, Section 'A'– Instructions to Bidders and the Clause No. 8, Section 'B'- Scope of work: The Meter Reading activity is a rate contract item in this tender. Meter Reader shall perform

SL No	Ref. Clause No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
				meter reading activity for all the installations which are allocated for the respective MR code at the Sub-Division. Approximate number of meter readers needs to be deployed is Five hundred Thirty Eight and the number of Meter Readers to be deployed is based on the time to time requirement of the BESCOM as per the provisions of Clause No. 14, Section 'A'– Instructions to Bidders and Clause No. 8, Section 'B'- Scope of work of the bid document. Prospective bidder is free to visit the field office for better understanding and clarity before submitting the bid.
40			In this Total Tender Estimated Value of Rs 118.612 Crore, what is the Per Head Per Month Estimated Wages and number of installations read for spot bills for each of the Meter Reader Manpower & Each of the Sub-Division office technical support Manpower? Please Clarify & Please provide the details.	Please refer the Clause No. 14, Section 'A'– Instructions to Bidders and the Clause No. 8, Section 'B'- Scope of work: The Meter Reading activity is a rate contract item in this tender. Approximate number of meter readers needs to be deployed is Five

SL No	Ref. Clause No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
				hundred Thirty Eight and the number of Meter Readers to be deployed is based on the time to time requirement of the BESCOM as per the provisions of Clause No. 14, Section 'A'– Instructions to Bidders and Clause No. 8, Section 'B'- Scope of work of the bid document. Salary and other renumerations for Meter Reading Personnel and other technical support Man Power to be deployed for the project shall be paid by the Bidder without violating any law like minimum wages, PF, ESI and etc Number of installation allocation to the Meter Reader shall be based on the standard work load allocation and standard practice, Bidders are free to visit field office and gather required knowledge in this regard. In respect of technical support Man Power, please refer the clause No. 1 (D) and the Clause No. 5, **Part-4**:

SL No	Ref. Clause No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
				Providing required Man power support, Section 'B'- Scope of work: This is an item wise tender not the percentage tender. It is responsibility of the prospective Bidder to study the scope of the tender and ascertain the cost involved as per the prevailing market rates and quote their most competitive rates. Further, Bidder is free to submit their best competitive commercial offer based on their commercial feasibility to meet the scope of work. Bidder shall submit the price offer as per the format provided in the tender. BESCOM will evaluates the price bid as per the Clause No. 25, Section 'A'– Instructions to Bidders of the Bid document.

SL No	Ref. Clause No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
41	In the Page -15 To Clause-33_ Tender Qualification Requirements, Serial No: 4,5,6,7,8 & 11.		All put together, the tender participation conditions are put in such a way that, only one single agency will Qualify these all conditions put together. Apart from this agency, No other agency will Qualify these conditions put-together. So here by we request you to look in to the matter and change these conditions and allow all the 2 decade long serving, eligible, TRM Agencies to participate in free, fair, transparent, competitive manner in this present tender process, as per the true spirit of KTPP Act. Hereby we request you to look in to the matter and do the needful in this regard.	Tender conditions prevail.

15/6/24

General Manager,
Customer Relations, BESCOM.